

***** **Outbound Texting** *****

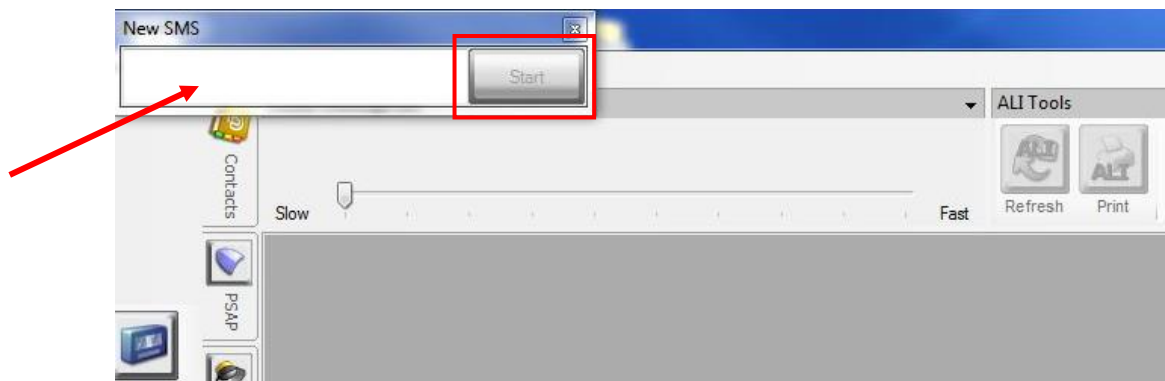
Outbound Text: Call-takers will use Outbound Text to contact callers who have abandoned, disconnected, or inadvertently placed wireless voice calls to 9-1-1.

When an abandoned/hang-up call from a wireless device is received at an NG 9-1-1 workstation, the call-taker will first attempt a return voice call. If there is no reply, the call-taker may send an Outbound Text.

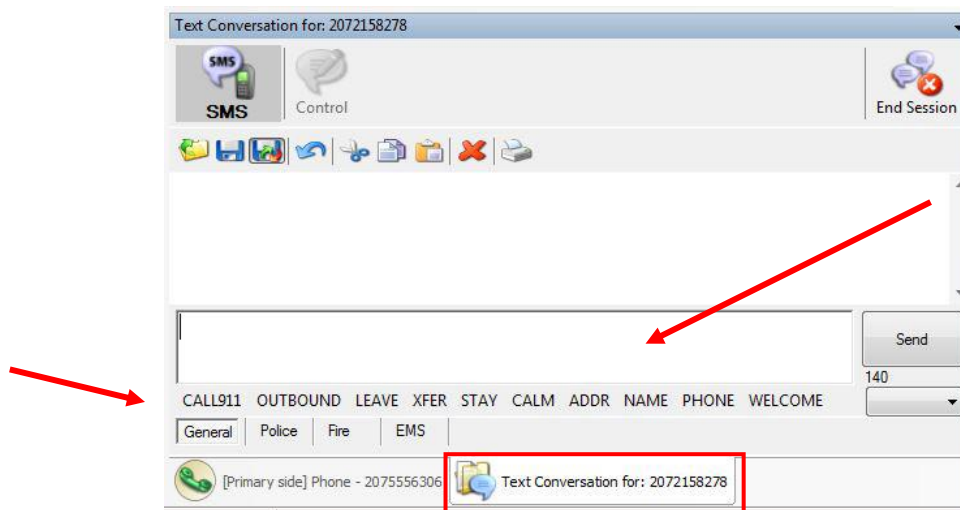
To activate outbound text, click on the **New SMS** button in the call tools on the Guardian screen.



A small window will open in the upper left of the Guardian screen. Enter the telephone number you are texting and click Start. (**10 digits only**)



The Text Conversation window will open in the **Text Conversation** tab on the right side of the Guardian screen. Select the pre-programmed message or type your message in the free form space. Click **Send** or the enter key on your keyboard to send message.



Be prepared to reply to a return text if the caller replies immediately to this text. Some examples of pre-programmed messages are:

- “Outbound” – We have received a 911 call from your phone, do you have an emergency?
- “Call 911” - Please make a 911 voice call if possible.



When the text session is completed you will click on the **End Session** button in the upper right of the Text Conversation window. This will end communications between you and the text cell phone.

WARNING: Once you “END SESSION” you will not receive any replies from the text cell phone.

NOTE: You have the ability to take a voice call on the phone tab at the same time you are texting with a cell phone. You will need to toggle between the tabs for each function.

Please contact the Emergency 9-1-1 Center 1 (866) 984-3911 with any system issues.